



**A Listening comprehension** Listen to the phone conversations in a hotel.  
Then listen again and complete each statement, using words from the box.

babysitting	bell	box	dinner	hangers	make up the room
laundry	room	shoeshine	towels	wake-up	turn down the beds

- 1 She wants someone to bring up ..... She also needs ..... service.
- 2 He needs ..... service. And he wants someone to bring up extra .....
- 3 She wants someone to ..... , and she wants someone to bring up extra .....
- 4 He needs ..... service and ..... service.

**B** What hotel room type or feature should each guest ask for?  
Explain your answers.

- 1 Ms. Gleason is traveling alone. She doesn't need much space. ...*a single room*.....
- 2 Mr. and Mrs. Vanite and their twelve-year-old son Boris are checking into a room with one king-sized bed. ....
- 3 Mike Krause plans to use his room for business meetings with important customers. ....
- 4 George Nack is a big man and he's very tall. He needs a good night's sleep for an important meeting tomorrow. ....
- 5 Paul Krohn's company wants him to save some money by sharing a room with a colleague. ....

**C** Read each situation and write your own strong advice, using contractions of had better or had better not.

- 1 It's raining. Mona is going outside.

**YOU** *She'd better take a raincoat because she...*

- 2 It takes Ms. Grant 30 minutes to walk to work. She has to be there in 15 minutes.

**YOU** .....

- 3 Mr. Wang is going to take an English test tomorrow. If he does well, he can get a better job.

**YOU** .....

- 4 Karl works really hard. He hasn't had a vacation in three years.

**YOU** .....

- 5 Marie and Paul Handel like quiet hotels. The World Hotel is very noisy.

**YOU** .....

**D Writing** Write a paragraph about the hotel you chose in Lesson 4. Explain why you would like to stay there. What are its advantages and disadvantages?

I would like to stay at the Hotel Casablanca.

Atmosphere is very important to me and ...

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- Avoiding sentence fragments with because or since
- Guidance for Exercise D

**B** On a separate sheet of paper, answer each question in a complete sentence, expressing your own preference.

- 1 What genre of movie do you usually prefer?
- 2 What would you like to have for dinner tonight?
- 3 Would you rather see a comedy or a horror film?
- 4 Would you prefer popcorn or potato chips from the refreshment stand?
- 5 Would you like to rent a DVD or go out to the movies?

UNIT 3 Lesson 1

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**Expressing obligation with have to and must**

Use have to and must plus a base form to express obligation when there is no other choice of action available.

Students must take this exam.

You have to take the 6:00 train if you want to arrive on time.

She has to make a reservation before July 15<sup>th</sup>.

**Be careful!**

The negative form must not expresses prohibition, not obligation.

You must not smoke in your room. = Don't smoke there.

The negative forms don't have to and doesn't have to express a lack of obligation.

You don't have to show your passport. = It isn't necessary.

**Note:** Must is very formal and not very common in speaking. It is generally used by a person in authority (e.g. a teacher or boss) to state policy or law. Have to is much more common in both speaking and writing. The more informal have got to\* is also common in spoken English.

Sorry, I've got to hurry. I'm going to be late.  
\*There is no negative form of have got to in American English. Use don't have to or doesn't have to.

**A** On a separate sheet of paper, write each of the following sentences two ways: with must and with have to.

- 1 Hotel guests / leave / their luggage at the front desk.
- 2 Hotel employees / arrive / before 9:00 A.M.
- 3 Hotel maids / close / the door / while cleaning a room.
- 4 Hotel guests / park / their cars in front of the hotel.

**B** On a separate sheet of paper, write each of the sentences in Exercise A again, using must not to express a prohibition. Make changes so the sentence makes sense.

Hotel guests must not leave their luggage at the front desk.

**C** On a separate sheet of paper, write each of the sentences in Exercise A again, using don't or doesn't have to to express a lack of obligation. Make changes so the sentence makes sense.

Hotel employees don't have to arrive before 9:00 A.M.

### Suggestions and advice: could, should, ought to, and had better

Use **could** plus a base form to suggest or ask about an alternative. There is no negative form.

They **could stay** at the Fiesta Hotel if the Milton is full.

**Could** they **stay** at the Fiesta Hotel if the Milton is full?

Use **should** or **ought to** plus a base form to state an opinion or give advice.

You **should** (or **ought to**) **stay** at the Milton. It's close to town and very cheap.

You **shouldn't stay** at the Fairway Inn. It's too expensive.

Use **had better** to state an opinion or give advice. The meaning is similar to **should** and **ought to**, but **had better** expresses the idea that there is a consequence for not doing something.

You **'d better stay** at the Milton. The other hotels are too far from town.

You **'d better not stay** at the Fairway Inn if you want to save money.

**Note:** In American English it's very uncommon to use **ought to** in the negative. It's unusual to say: You **ought not stay** at the Fairway Inn. **Ought to** has the same meaning as **should**, but **should** is slightly less formal. Don't use **ought to** in questions or negative statements. Use **should** or **shouldn't** instead.

**D** On a separate sheet of paper, write five suggestions to a visitor to your city or country, using **could**, **should**, **shouldn't**, **had better**, and **had better not**.

You **should stay** at a hotel on the beach. The beaches are really beautiful, and the location is convenient.

### Expectation: be supposed to

Use **be supposed to** to mean that someone expects an action from another person.

We're **supposed to check out** of our room by twelve.

(The hotel expects guests to check out at that time.)

The negative form is **be not supposed to**.

Hotel guests **are not supposed to take** anything from their rooms.

**E** On a separate sheet of paper, write five sentences that describe actions your school expects from its students. Use **be supposed to**.

Students **are supposed to come on time to class**. They're **not supposed to be late**.

**F** Choose the sentence closer in meaning to each numbered statement or question.

1 Do you think the Milton Hotel is a good place to stay?

a Do you think I **should stay** at the Milton Hotel?

b Do you think I **have to stay** at the Milton Hotel?

2 If you don't have your luggage ticket, the bellman won't give you your luggage.

a You **could give** the bellman the ticket.

b You **must give** the bellman the ticket.

3 They don't accept credit cards in this hotel. They only accept cash.

a You **have to pay** with cash.

b You **'d better pay** with cash.

4 When I made the reservation, I asked for a suite.

a They **could give** me a suite.

b They're **supposed to give** me a suite.

5 Don't wear shorts in the restaurant.

a You **must not wear** shorts in the restaurant.

b You **don't have to wear** shorts in the restaurant.

**Will and be going to**

Use **will** or **be going to** for predictions about the future. The meaning is the same.

It'll rain tomorrow.

It's going to rain tomorrow.

Use **be going to** when you already have a plan for the future.

A: Are you coming to class tomorrow?

B: No, I'm going to go to the beach instead. NOT No, I'll go to the beach instead.

**Other uses of will**

Use **will** to talk about the immediate future when you do not already have a plan.

Maybe I'll go to the beach this weekend. NOT Maybe I'm going to go to the beach this weekend.

Use **will** to show willingness.

I'll eat chicken, but I won't eat seafood. (expresses willingness)

Compare **will** with **be going to**:

I'm going to eat chicken, but I'm not going to eat seafood. (expresses a plan)

**A** On a separate sheet of paper, write five sentences about your plans for the weekend, using **be going to**.

**B** On a separate sheet of paper, write five sentences with **will** or **won't** for willingness on one of the following topics.

**Topics**

kinds of exercise you're willing (or not willing) to do

kinds of food you're willing (or not willing) to eat for breakfast

kinds of clothes you're willing (or not willing) to wear

**The past continuous: other uses**

The past continuous describes an action that was continuous until (and possibly after) the moment at which another action took place. The words **when** or **while** are often used in sentences that contrast continuing and completed actions.

He was talking on the phone when the storm began. (continuous action, then completed action)

While I was living in Chile, I got married. (continuous action, then completed action)

The past continuous also describes two continuing actions occurring in the same period of time.

While she was driving, her husband was reading the newspaper.

They were eating, and the music was playing.

On a separate sheet of paper, use the prompts to write logical sentences. Use the past continuous and the simple past in each sentence.

- 1 She / take a test at school / when / she / hear the fire alarm
- 2 While I / talk to my mother on the phone / the TV show / start
- 3 Mr. Park / cook dinner / when / Mrs. Park / finish the laundry
- 4 Mr. Kemp / work in the garden / when / the rain / begin
- 5 While / Claudia / pick up / their rental car / Alex / call / their hotel
- 6 While / Nancy / shop at the grocery store / she / saw / an old friend

## ORAL REVIEW

### Pair work

1 Create a conversation between the hotel guest in Room 816 and the woman at the front desk. Ask for hotel services or complain about a problem. Start like this:

*Hello? Is this the front desk?*

2 Create a conversation between the man at the front desk and the caller. Use will. Complete the message slip. Start like this:

*A: Front desk. Can I help you?*

*B: Yes, thanks. I'd like to leave a message for ...*

3 Create a conversation between the two men at the front desk. Check into or check out of the hotel. Discuss hotel amenities, services, and schedules. Start like this:

*Hi. I'm checking in. The name's .....*

### PHONE MESSAGE

FOR:

FROM:  Mr.  Ms.

Mrs.  Miss

Please call

Will call again

Wants to see you

Returned your call

Message:



### NOW I CAN...

- Check into a hotel.
- Leave and take a message.
- Request housekeeping services.
- Choose a hotel.